Dynamic desktops without the headaches

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The problem

In today's world of multiple client architectures, accessing devices and remote connections, coupled with the addition of Bring Your Own Device initiatives, the complexity of managing the user session has become a nightmare for IT operations, security and end-user experience.

IT teams are expected to deliver dynamic, context aware desktops to provide a tailored, secure, compliant and contextual experiance based on what the user needs at the point in time, where they are, the device they are using and even what time of day it is.

Unfortunately traditional methods of desktop set up & configuration such as logon scripts and Group Policies are too rigid and cannot meet these requirements as they were designed to be used and in static, singular client computing environments.

The cause

The traditional logon script has long since been the de facto method to configure enterprise options for a user and, as its name suggests, the logon scripts executes during logon, unfortunately making it a one stop 'set and forget' solution in that once the value has been applied the script has performed its job.

In addition to being highly inflexible, they also lead to user logon time increasing to an unacceptable length of time due to the number of actions which are all processed line by line and in some cases hanging, timing out or even failing to complete. When this happens, the user is left

disconnected from the system and the IT department plagued with support calls. Troubleshooting is often dfficult as the support desk operator is unlikely to be the person who created the script, and has to learn the script before he can troubleshoot the issue or in some cases pass the call up to a higher level of support, either of which increases the time and cost spent on remedying the issue.

At the same time, because the script is an interpreted language, they are constructed differently from one person to the next, leaving the script subject to the administrator's style and ability, meaning there is no standardization across the enterprise. The variations in styles of different authors can rapidly make the scripts difficult to read and follow, making debugging or alterations a very time consuming and costly task.

The solution

Ivanti resolves the above issues, thereby reducing complexity and saving on time and cost, by completely replacing the troublesome scripting process with an easy to use graphical user interface, complete with wizard based actions, for all possible desktop set up, configuration, lockdown and even self-healing capabilities.

Actions can be selected and then applied at a user or device level, based on environment variables, without the need for any complex scripts. Furthermore, the GUI ensures consistency between Administrators, meaning any other support worker can quickly troubleshoot and amend any existing configuration.

At Ivanti, we configure a desktop with Actions, based on two factors; a Trigger and a Condition. Triggers, Conditions and Actions are used in combination with one another to create dynamic rules that automatically execute IT-defined policies based on the specific context of desktop usage scenarios.

The impact and savings

There are many savings to be made by replacing out dated, rigid logon scripts.

Users logon faster, making them immediately more productive, and they are now logging on to a desktop that is dynamically configured based on where they are and the device they are using achieving maximum efficiency and productivity without having to log IT Service request, which also reduces support costs.

For IT desktop management is simplified and can be standardized. The user session can be

managed once and the intelligent Ivanti rules will dynamically configure the desktop, eliminating the need for multiple point solutions and managing individual desktops at a device centric level. Security is increased as the desktop is always configured in accordance with business rules and compliance. Likewise as the desktop is now always configured correctly, IT service and support calls are reduced, significantly reducing operational workload and cost.

The benefits

- Simplified desktop management
- Reduced desktop support costs
- Improved user productivity and satisfaction
- Faster logon times
- Increased security and reduced downtime

The proven customer success

Kaweah Delta achieves dynamic desktops, reduced IT workload and increased user experience and productivity

"After seeing Ivanti we realized how much we could actually control the desktop and decrease operational costs while maintaining user satisfaction. In addition, Ivanti considerably decreased help desk calls.

With Ivanti, the physician is able to access their desktop from anywhere and have the same user experience every time."

Nick Volosin, ISS director of technical services, Kaweah Delta Health

Brocade controls and personalizes across all platforms and achieved return on investment

"Our investment in Ivanti products will allow us to continue to deliver the same high level of user experience regardless of our virtualization platform, or physical desktop. If we choose to deploy VMware View or Citrix XenDesktop, that consistent user experience provided by Ivanti will continue to serve our customers.

Ivanti improved our desktop application performance by allowing us to control and personalize those applications on an individual user level, and maintain that same level of personalization across silos, geographies, and data centers to give us a consistent experience and to ensure the performance of that application.

The efficiencies created by Ivanti allowed Brocade to receive a return on investment in under a year."

Scott McCool, Director of Global IT Infrastructure Engineering, Brocade